



Homeland
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Update from the Office of Emergency Communications

National Public Safety Telecommunications
Council (NPSTC) In-Person Meeting

September 28, 2016

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Deputy Director
Office of Emergency Communications

National Governors Association Policy Academy

2016 Focus: Enhancing
Emergency
Communications
Interoperability

Alaska, Hawaii, Illinois,
Utah, and West Virginia

2006 NGA Policy
Academy on
Interoperability



- DHS OEC
- 2008 NECP
- SWICs, SIGBs, SCIPs
- IECGP Funding



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Interoperability Communications Capabilities Analysis Program (ICCAP)

This summer, as part of the ICCAP program, OEC has been conducting pilot observations during planned events in urban areas:



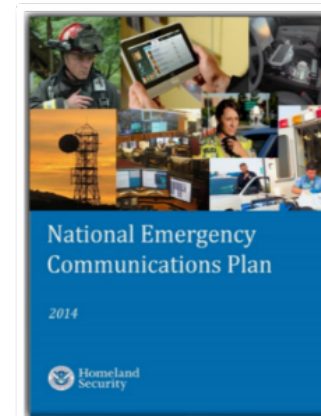
Date	Location	Event
9/1	Honolulu, HI	Honolulu World Conservation Congress
9/9	Carmel, IN	BMW Golf Championship Tournament
9/18	Los Angeles, CA	Return of the Los Angeles Rams
9/24	Washington, DC	Opening of the African American Museum
10/22	Austin, TX	United States Grand Prix Formula One



Governance and Planning IPT

OEC recently launch a new Statewide Governance and Planning IPT to enhance support for states and territories through strategic planning and technical assistance.

- Leveraging feedback from SWICs and other state-based leaders
- New approach will be presented at SAFECOM/NCSSWIC in-person meetings in October



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A New Look for GETS

2016 Government Emergency Telecommunications Service (GETS) Card

Card Front



The card front features the U.S. Department of Homeland Security seal in the top left corner. The text is centered and includes the service name, office name, contact name, and dialing instructions.

Government Emergency Telecommunications Service
Office of Emergency Communications

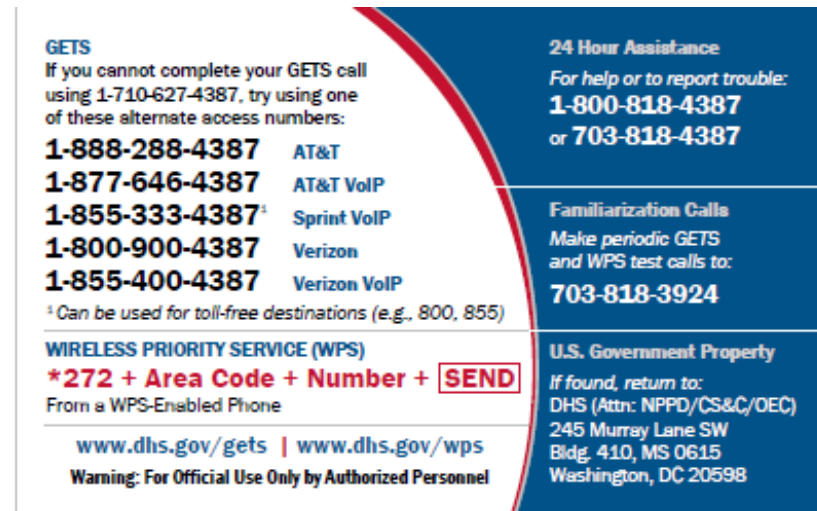
John Smith
Department of Defense

Dial Access Number: **1-710-627-4387**

After Tone, Enter PIN: * * * * *

When Prompted, Dial: **Area Code + Number**

Card Back



The card back provides alternative access numbers for various carriers, contact information for familiarization calls, and a WPS (Wireless Priority Service) section with a 'SEND' button.

GETS
If you cannot complete your GETS call using 1-710-627-4387, try using one of these alternate access numbers:

1-888-288-4387	AT&T
1-877-646-4387	AT&T VoIP
1-855-333-4387¹	Sprint VoIP
1-800-900-4387	Verizon
1-855-400-4387	Verizon VoIP

¹ Can be used for toll-free destinations (e.g., 800, 855)

WIRELESS PRIORITY SERVICE (WPS)
***272 + Area Code + Number + SEND**
From a WPS-Enabled Phone

www.dhs.gov/gets | www.dhs.gov/wps
Warning: For Official Use Only by Authorized Personnel

24 Hour Assistance
For help or to report trouble:
1-800-818-4387
or **703-818-4387**

Familiarization Calls
Make periodic GETS and WPS test calls to:
703-818-3924

U.S. Government Property
If found, return to:
DHS (Attn: NPPD/CS&C/OEC)
245 Murray Lane SW
Bldg. 410, MS 0615
Washington, DC 20598

Distribution beginning November 1, 2016 – November 1, 2017

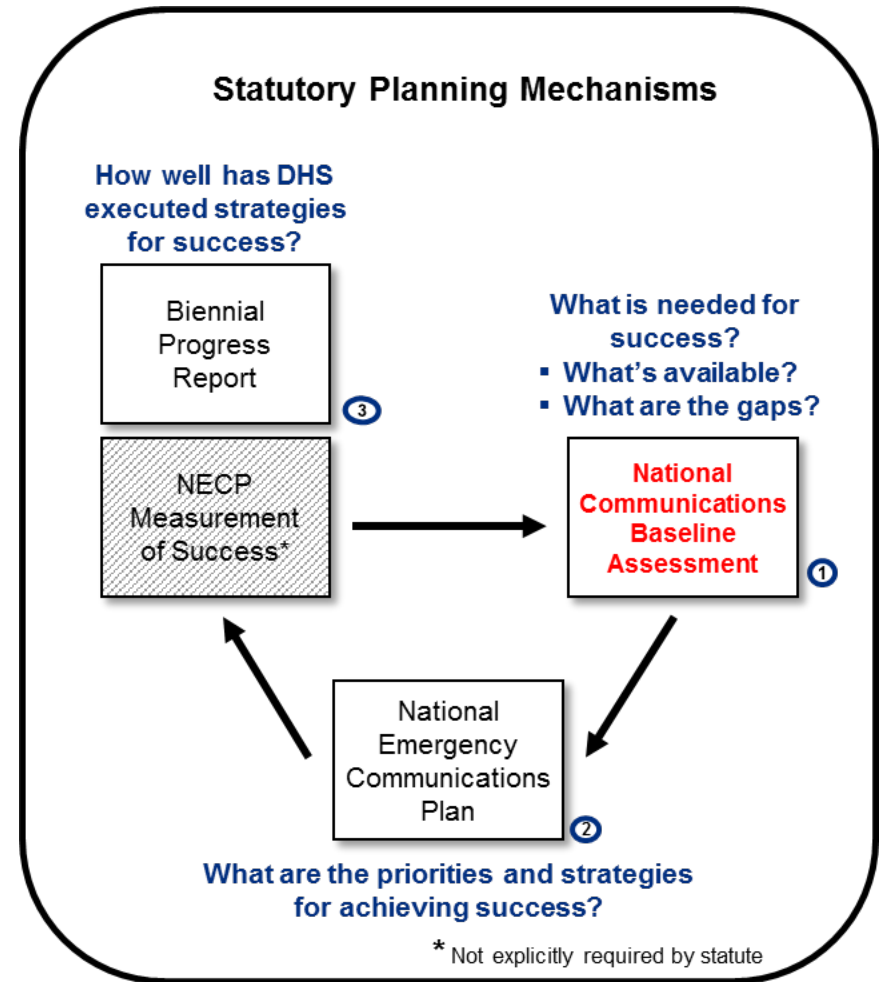


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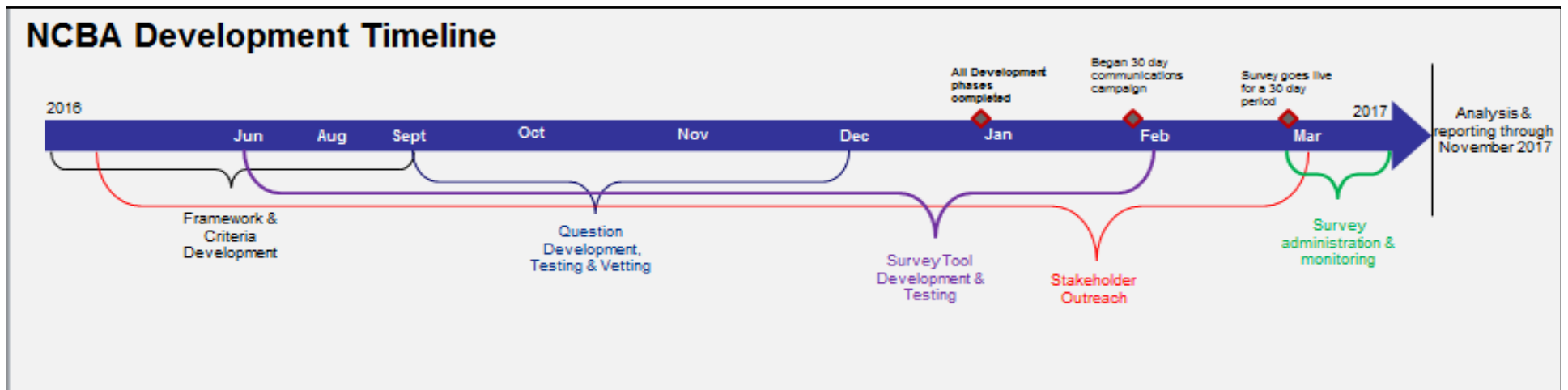
National Communications Baseline Assessment

- **Goal:** Conduct a national baseline assessment of the current ecosystem of communications capabilities needed and in use by emergency response providers
- **Objectives:**
 - Address “Title XVIII – Emergency Communications” requirements
 - Develop an improved assessment framework that allows OEC to determine the *available vs. needed* communications capabilities
 - Establish a consistent, repeatable, and effective baseline assessment process to help standardize OECs national planning lifecycle



NCBA Timeline

- OEC will conduct an extensive analysis on the data collected beginning March 2017
- OEC will utilize the data and analysis from this effort to:
 - Identify areas where OEC can target resources via TA, SCIPs, SAFECOM Guidance
 - Identify capability levels and capability gaps
 - Report to Congress on what is needed



NCBA Champions Working Group

- OEC is engaging external and internal stakeholders extensively, and continues expanding its efforts:
 - OEC stood up the “NCBA Champions Working Group” to elicit stakeholder feedback and expertise on all aspects of the project
 - The NCBA Champions Working Group is comprised of POC’s from the following stakeholder groups:
 - Major public safety partnerships & associations (e.g., SAFECOM, NCSWIC, Tribal Nations*, CIPAC/ ESSCC, State of Washington SIEC)
- **Ask:** We need NPSTC Members to participate
 - Interested? Please email us at: OEC@hq.dhs.gov





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